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FEDERAL COMMUNICATIONS COMMISSION  
WASHINGTON, D.C. 20554

*mm docket*  
*rm 230*

IN REPLY REFER TO:

8310-MEA  
CN9300585

RECEIVED

FEB 25 1993

FEDERAL COMMUNICATIONS COMMISSION  
OFFICE OF THE SECRETARY

*mm docket 92-263*

Honorable H. James Saxton  
Member, House of Representatives  
1 Main Avenue  
Cherry Hill, NJ 08002

Dear Congressman Saxton:

Thank you for your letter on behalf of Cheryl A. Pribus of Atco, New Jersey. Your constituent complains about certain aspects of her cable television service.

I have enclosed for your constituent's information a publication describing pending Commission proceedings under the 1992 Cable Act. Although these provisions are not yet in effect, the Commission is in the process of adopting new regulations for cable television, as mandated by Congress. Your constituent's letter will be placed in the record of this proceeding.

I trust that the foregoing and the enclosure are informative.

Sincerely,

Roy J. Stewart  
Chief, Mass Media Bureau

Enclosure

# Congressional

## CONGRESSIONAL CORRESPONDENCE TRACKING SYSTEM

02/12/93

### LETTER REPORT

| CONTROL NO. | DATE RECEIVED | DATE OF CORRESP | DATE DUE | DATE DUE OLA(857) |
|-------------|---------------|-----------------|----------|-------------------|
| 9300585     | 02/12/93      | 02/09/93        | 02/25/93 |                   |

| TITLE       | MEMBERS NAME   | REPLY FOR SIG OF |
|-------------|----------------|------------------|
| Congressman | H James Saxton | BC               |

| CONSTITUENT'S NAME | SUBJECT                     |
|--------------------|-----------------------------|
| Cheryl Pribus      | Cable television complaints |

| REF TO | REF TO | REF TO | REF TO |
|--------|--------|--------|--------|
| MMB    | Enf    | CHI    |        |

| DATE     | DATE    | DATE | DATE |
|----------|---------|------|------|
| 02/12/93 | 2-12-93 | 2-12 |      |

REMARKS: reply to the Cherry Hill, NJ office

12 FEB 1993

H. JAMES SAXTON  
13TH DISTRICT, NEW JERSEY

COMMITTEES:  
HOUSE ARMED SERVICES

SUBCOMMITTEES:  
RANKING REPUBLICAN—  
ENVIRONMENTAL PANEL

PROCUREMENT  
READINESS

MILITARY PERSONNEL  
AND COMPENSATION

**Congress of the United States**  
**House of Representatives**  
Washington, DC 20515-3013

*MHB conf*  
*ATV*  
*585*

COMMITTEES:  
MERCHANT MARINE AND FISHERIES

SUBCOMMITTEES:  
RANKING REPUBLICAN  
OVERSIGHT AND INVESTIGATIONS  
FISHERIES AND WILDLIFE  
CONSERVATION AND ENVIRONMENT  
OCEANOGRAPHY, GREAT LAKES AND  
OUTER CONTINENTAL SHELF

SELECT COMMITTEE ON AGING  
SUBCOMMITTEES:

HEALTH AND LONG  
TERM CARE

HUMAN SERVICES  
TASK FORCE ON SOCIAL  
SECURITY AND WOMEN

February 9, 1993

Federal Communications Commission  
Mass Media Bureau  
1919 M Street, S.W.  
Washington, D.C. 20554

RE: Letter of Feb. 01, 1993 from Cheryl Pribus

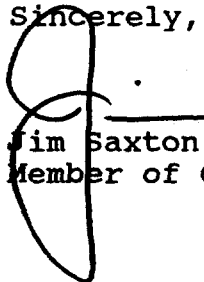
Dear Sir:

Enclosed please find a copy of correspondence from the above-referenced constituent. Ms. Pribus is is very upset with the Cable Company serving her area. She feels that she is getting less service now than before the "new service" of Jones Intercable took effect.

I would appreciate your checking into this matter and providing me with any information which will help me respond to my constituent. Please send your reply to my Camden County Constituent Service Office. Your response should be directed to my Staff Assistant, Dee Denton.

I know that this matter will be carefully and objectively reviewed. Thank you for any assistance you may be able to render.

Sincerely,

  
Jim Saxton  
Member of Congress

HJS/dd  
Enclosure

REPLY TO:

☐ 324 CANNON BUILDING  
WASHINGTON, DC 20515-3013  
(202) 225-4765

☐ 115 HIGH STREET  
MT. HOLLY, NJ 08060  
(609) 261-5800

☐ 23 CRESTWOOD VILLAGE  
SHOPPING CENTER  
WHITING, NJ 08769  
(908) 350-3535

☒ 1 MAINE AVENUE  
CHERRY HILL, NJ 08002  
(609) 428-0520

Cheryl A. Pribus  
25 Carriage Lane  
Atco, NJ 08004

FEB 01, 1993

IRENE PICCARD, GEN. MGR  
JONES INTERCABLE  
P.O. Box 745  
TURNERSVILLE, NJ. 08012

DEAR MS. PICCARD:

THIS LETTER IS A FOLLOW-UP TO A CONVERSA-  
TION I HAD TODAY WITH YOUR CUSTOMER  
SERVICE REPRESENTATIVE, MARIE.

TO SAY THAT I AM VERY DISPLEASED WITH  
YOUR "NEW SERVICE" IS TO PUT IT MILDLY! I  
HAVE SPENT OVER \$3000.00 FOR A TELEVISION  
THAT HAS MANY FEATURES WHICH YOUR "NEW  
SERVICE" HAS ELIMINATED FOR ME. THE  
FOLLOWING ARE SOME EXAMPLES:

- A. Picture-in-a-Picture WILL NOT  
ALLOW ME TO GO FAST CHANNEL 19.
- B. Channel Guide WILL NO LONGER  
GO FAST CHANNEL 19.
- C. I CAN NO LONGER WATCH ONE  
CHANNEL, FAST 19, AND TAPE ANOTHER  
CHANNEL, FAST 19.

Cheryl A. Pribus  
25 Carriage Lane  
Atco, NJ 08004

BEFORE YOU BEGIN THINKING THAT I AM TRYING TO GET SOMETHING FOR NOTHING LET ME EXPLAIN THAT I DID AND STILL DO SUBSCRIBE TO ALL OF YOUR SERVICES, EXCEPT THE "PPV" SERVICES. YES, I ALSO HAVE YOUR CONVERTER (IN FACT, I HAVE 2) PLUS ONE OF YOUR REMOTE CONTROLS FOR WHICH I PAY AND WILL CONTINUE TO PAY. HOWEVER, NOW YOUR "NEW SERVICE" HAS REMOVED THE MANY CAPABILITIES WHICH I PREVIOUSLY HAD WITH YOUR "OLD" SERVICE.

A NAIVE CONSUMER MAY BELIEVE THAT THERE IS NOTHING JONES INTERCABLE CAN DO TO HELP ME BECAUSE OF WHAT CONGRESS HAS MANDATED YOU TO DO TO PERMIT MORE PEOPLE ACCESS TO CABLE TV. I AM NOT NAIVE! TO GIVE TO ONE DOES NOT MEAN YOU HAVE TO TAKE FROM ANOTHER. YOUR PROGRAMMERS CAN WRITE A PROGRAM TO DO WHATEVER YOU WANT IT TO DO... WHICH IS EXACTLY WHAT I AM REQUESTING. WRITE A PROGRAM THAT ALLOWS CUSTOMERS WHO PAY BEYOND "Basic" TO DO WHATEVER

Cheryl A. Pribus  
25 Carriage Lane  
Atco, NJ 08004

THEIR TELEVISION WILL ALLOW... WITHIN  
THE LAW, THAT IS. WHAT I REQUEST IS  
NOT UNREASONABLE OR INCAPABLE OF  
BEING DONE.

THE PRINCIPLE OF "YOU PAY FOR WHAT  
YOU GET" DOES NOT APPLY TO YOUR  
"NEW SERVICE" BECAUSE I AM GETTING  
LESS THAN WHAT I HAD AND AM PAY-  
ING THE SAME FOR LESS! I WOULD  
LIKE TO HEAR WHAT JONES INTERCABLE  
PLANS TO DO FOR ITS CUSTOMERS WHO  
PAY FOR THE "EXTRAS."

MOST SINCERELY,  
Cheryl A. Pribus  
609-767-4027

CC: JAMES H. SAXTON, CONGRESSMAN  
RICHARD J. DEVILLASANTA, WATERFORD TWP ADMIN.